

County of Los Angeles – Department of Mental Health SA2 Children's QIC

April 17, 2014

Agenda

1:30 – 1:40 Introductions & Announcements

1:40 – 1:45 Review of Minutes from 2/20/14

1:45 – 2:05 Report from Departmental QI/QA..... Michelle Rittel

QI

- Cultural Competency Committee
- PRO
- 2013 Test Calls Report
- QI Work Plan Evaluation for CY 2013 and QI Work Plan for CY 2014
- QI Handbook

QA

- Audits/Reviews
- State DHCS Updates
- IBHIS Update
- Program Review
- SRTS
- Org Manual and Documentation Policy 104.09
- Health Information Management

2:05 – 3:25 Survey Training..... Mary Crosby

3:25 – 3:30 Topics and Location for June Meeting

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Next Meeting:
Thursday, June 19, 2014
Location: TBA

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children's QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

Type of Meeting	SA 2 Children's QIC	Date	April 17, 2014
Place	Pacific Lodge Youth Services	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Allen Pourvanes, Ashlei Sullivan, Colin Xie, Genevieve Morgan, Kathleen Kim, Lauren Menor, Jessica Feldman, Kimberly Hirano, Lorraine Ragosta, Michele Linden, Marisa Martinez, Mary Crosby, Michelle Rittel, Ibet Garibay, Tim Petersen, Stephen Fefferman, Lucy Marrero, Danielle Price, Soltana Nosrati, Lucy Marrero, Arturo Montenegro, Adrian Branche, Sandra Arevalo, Sara Pineda, Denise Greenpan, Veny Okasinski, Kassie Steward, Armen Youssefians, Sabrina Barscheski, Gina Palatian, Aurora Cavazos, Maria Panduro-Morales, Erica Pineda, Hugh Hayes, Leslie DiMascio, Bailey Brewer, Agueda Cabrera, David Skinner, Myra Estes, Ramon Rocha		
Absent Members	Alex Medina, Anabel Aispuro, Angela Kahn, Audra Casabella, Bryan Sawlsville, Crystal Cianfrini-Perry, Deanna Park, Dennis Brotman, Dominique Eugene, Erica Louie, Eva Carrera, Frank Sanchez, Hosun Kwon, James Randall, Keith Star, Kim Farnham, Kristin Harkins, Maria Asadourian, Mark Rodriguez, Nancy Tarin, Olga Zysman, Peggy Daglian, Saul Zepeda, Seth Bricklin, Seon Ji Park, Sonia Herten-Greaven, Terra Mulcahy, Tiger Doan, Vera Gisis,		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm. Thank you to Pacific Lodge Youth Services for hosting our meeting. In the interest of time, introductions were suspended today. Members were requested to review the sign in sheet and make changes as needed to staff and agency information. Also there is a general sign in for everyone who is here only for the survey training.		

Review of Minutes:
Michelle Rittel

Minutes from 2/20/14 meeting were reviewed and approved.

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
Departmental QIC Meeting Report: Michelle Rittel	<p>Cultural Competency Committee: Next LGBTQ workgroup is on 4/23/14 10am-12pm at 695 S. Vermont 15th floor</p> <p>Patients Rights Office: Use the NOA form that is on the DMH website and do not make any changes to it. Do not add letterhead or anything to it, as it is a State form.</p> <p>There has been an increase in the number of Change of Provider Logs being sent in to PRO, so thank you to any of our providers who have started sending them. Just a reminder, the logs need to be sent in monthly, regardless of whether you have had any requests for change of provider.</p> <p>2013 Test Calls Report: These are the test calls, or “secret shopper” calls that we make yearly to Access. The SA2 Children’s calls are made by the SA2 Children’s Navigation team and the report is online on the QI page of the DMH website.</p>		

**Departmental QIC
Meeting Report:
Conf'd
Michelle Rittel**

QI Work Plan Evaluation for CY 2013 and QI Work Plan for CY 2014: They are not available online yet, but will be posted soon. The QI Work Plan for CY 2014 was handed out. There have been some changes to the goals this year, so please review the plan and make sure you have a copy of this in your QI book at your agency.

Beneficiary Informing Materials: Need to be handed out to clients when they request services. Providers have been sending requests for materials to the warehouse, but there has been a back up in orders and they have only been able to process about 1/4 of them, so agencies are only getting 1/4 of the number they were requesting. The manual is online and agencies can print it themselves. Agencies should also use the SA2 provider directory, which is available online. There are going to be some changes with the printing at the warehouse. They will no longer bind the manuals, they will just staple them. They will also be using lower quality paper and you will need to go to the warehouse to pick them up, as they will no longer be delivering them to you.

QI Handbook: It is being updated and revised and there will be an update when it is completed.

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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	<p>Audits/Reviews: PERM Audits – Go to the DHCS website and there is a description of what the audits are for. If your agency has been chosen, it was luck of the draw. This is a federal audit, to report back to the legislature about potential payments that don't have appropriate documentation. It is a broad report about Medicaid and it is done every 3 years. All states are audited and this is a statewide audit; it's not targeted at LA County.</p> <p>State DHCS Updates: Clarification on the NOA A – It is for any client not meeting medical necessity. The State's position is that any assessment, screening or evaluation that finds no medical necessity and results in a denial of service, needs to have an NOA A. It is irrelevant who requested the service. Therefore, routine screenings fall under this if they determine lack of medical necessity. Best practice is that you should see and assess the client, not just speak by phone to determine medical necessity.</p> <p>IBHIS Update: IBHIS updates to procedure codes are available online with all codes/variations/modifiers. IBHIS rollouts are continuing.</p>		

**Departmental QA
Meeting Report
cont'd**

Program Review: Satellites have less than 20 hours per week per site. A Multi-agency site has more than one provider, for example DMH and DCFS, Probation or LAUSD. A Multi-agency site can have 2 staff with no cap on hours including overtime.

SRTS: Is everyone on SRTS yet? Navigators are now using it in referrals. SRTS allows tracking of clients after they are referred to providers.

Organization Manual: Revisions are still in process. When Chapters 1 & 2 are complete, they will be posted online. Chapter 1 will include policy 104.09. We will be getting a presentation in June on 104.09. Also, it will include the requirement that LEs have and turn in their QA review process to DMH QA for approval.

Health Information Management (HIM): For Directly Operated programs, when copies of records are made, you need to attach Appendix 25 of the Clinical Records Manual. LEs should check with your legal counsel.

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Survey Training – Mary Crosby	Mary Crosby of DMH QI presented the Survey Training.		
Suggested Items for Next Meeting:	Our June meeting will be primarily presentations on changes to documentation (104.09) and Patients Rights Office.		
Handouts:	<p>QI Work Plan CY 2014</p> <p>Performance Outcomes Consumer Perception Surveys Spring 2014 Survey Training Power Point</p> <p>SA2 Survey Instructions</p> <p>Response Rates for 5/09, 2/12, 8/12</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday June 19, 2014 1:30-3:30pm Tarzana Treatment Center 18646 Oxnard Street Tarzana, CA 91356		

Respectfully submitted,



Michelle Rittel, LCSW

